

Wagner-Peyser Signature - Q&A

1. Is a signature needed for registration (Self Services) or only when the application is complete?

A signature is required only when the participant completes the Wagner-Peyser application and wants to receive staff-assisted services. People can still register and receive self-services without having to provide their signature.

2. My staff typically do NOT enroll participants into WIOA – Title I, etc. Would we need to get our W-Ps "signed" given this?

Yes, this specific policy only pertains to WIOA - Title III (Wagner-Peyser) participants. Your staff will need to get participants' signatures before providing them with staff-assisted services in WP.

3. Do individuals have to sign each separately ... Title I app, Title III app, OA, etc.

Yes, each application needs to be signed separately.

4. Will the text message automatically lead them to their message center to sign?

No, they will not have to log into their message center to submit their signature if they use the text or personal email option. Please refer to the Acquiring Electronic Signatures Training Guide to view the process.

5. If we have a signed self-attestation, they don't need to provide this signature, correct?

DWS recommends only using the WP application as the signed self-attestation because it contains all elements required for data validation.

6. Do signature dates matter? Context- If staff and customer sign on different dates, will that be a compliance issue? Also, in the regard to if signature dates are different than application dates...does that matter?

It is acceptable if the dates the customer and staff signed the application are different. It is also acceptable if the application date is different than the signature date. The signature date must be on or before the date of participation. Customers cannot receive staff-assisted services until enrollment (participation) is complete.

7. Is it required to be saved as PDF under documents should that check box be missed?

If the signature is captured electronically, it is considered a best practice to save the signed WP application as a PDF. If the PDF check box is initially missed by staff, they can reopen the application in Eligibility Summary later and check the PDF box to save it. If the signature is captured in person, then it can be scanned, uploaded, and saved as PDF, TIFF, or JPEG.

8. If the customer does not have a smart phone or access to email etc. and can only sign a paper application, do we only add the paper application to the documents section of NCWorks profile?

Yes, if only paper application is signed, then only the signed paper application has to be uploaded; see #7.

9. If you have the virtual signature captured, is that automatically added to the printed version OR do you need to also obtain the physical signature?

If the participant signed the application virtually, then their signature is automatically added to their application. You do not need to obtain a physical signature if a signature has been captured electronically.

10. Before WIOA (Title I) enrollment can happen, must there be a signed WP app saved?

Each program's application needs to be signed, and all WIOA (Title I) participants are required to also be enrolled in Wagner-Peyser (Title III).

11. Do we have to go back to get signatures for currently enrolled WIOA Title I participants or is this only for newly enrolled participants on 7/1/23 and after?

This policy affects all WP participants who begin receiving staff assisted services effective 7/1/23 or after; therefore, you would not be required to go back and get signature for people enrolled before this date.

12. If you are sitting with the client and you print out the application and you both sign and then you upload the application in NC Works. Do you still have to have the electronic signature?

No, a signature on the printed application meets the requirement. Be sure to print and upload the signed disability version of the application into NCWorks documents. See #7.

13. To clarify, this must be done after each exit/re-enrollment for staff assisted services?

Yes, if the participant exits and then re-enrolls later for staff assisted services, then a new application and signature would be required.

14. When sending the message to participant, does the Signature Box need to be selected?

No, the Signature Box is a function of the Message Center to automatically append an 'office signature' to the message that is being sent and is not necessary to request a signature from a participant.

15. If the participant refuses to sign the WP application, do we deny them services?

According to USDOL, the services provided by NCWorks are expected to be accessible to everyone. Therefore, in the rare instance that someone refuses to sign the application, the case manager will need to provide a detailed explanation in the case notes, but services should not be withheld. These applications/enrollments will fail data validation if selected for review, but the detailed case note will be used as supportive documentation.

16. What if customer has no way to sign this (ie. no smart device), will they need to come into office?

If the customer has no access to a smart device or a computer, then they still have the option to come into the office and sign.

17. What other documents are required to upload as part of WP enrollment in documents?

All data validation elements can be supported by self-attestation, which a completed and signed WP application fulfills. Therefore, no additional documents beyond the signed application are required for WP.

18. Will attaining a customer's signature be able to happen in real time while we are on the call with them?

Yes, it can happen in real time using the text or email options depending on the customer's access and ability to use a computer or smart device.

19. In the capturing signature demo, I notice that you only signed first name. Staff only needs first name or first and last?

Staff should always use their first and last name when they sign the application.

20. Does the capture signature automatically save to the WIOA application as well? Also the Objective Assessment Summary and Individual Employment Plan?

Staff can store their signature under My Staff Account and select it to use with each application they need to sign (WIOA, WP, TAA, etc). Currently the functionality does not exist to apply staff's saved signature to the Objective Assessment Summary and the Individual Employment Plan, but this enhancement is planned.

Customers are not able to save their signature in advance and apply it to any/all applications. Instead, separate requests must be sent to them for each required signature.

21. For someone that is enrolled prior to July 1, 2023, but remains active in receiving staff-assisted services post July 1 (no matter which service {Title III, Title I, Vet, etc.}), do we need to obtain a signature on the WP application?

No, if the participant began receiving staff-assisted services prior to July 1, then the application is not required to be signed. This policy only pertains to new participants receiving staff-assisted services on July 1, 2023 and after.

22. Will there be an alert to staff when the customer signs the app?

When the app is signed, staff will receive an internal message/notification in their NCWorks Message Center. There is now a new Mail icon at the top of your dashboard to make this easier. The customer's signature is automatically loaded to the application, BUT, the signed application is NOT automatically stored as PDF in the Documents folder. Best practice is for case managers to take the extra step to PRINT/save the signed, electronic application as a PDF to the Documents folder.

23. Will the NCWorks system send a message to the customers' email to return to the message center to sign their application once staff has requested their signature? Also, will the customer continue to receive alerts to sign their application until its signed?

Case Managers can choose how the participant will receive the signature request (text, email, NCWorks internal message), which will determine how and where the participant needs to go to sign. For example, if they are signing via text, then that does not require them to log into the NCWorks message center. The customer will not automatically continue to receive requests to sign. Case

managers can open the unsigned application, scroll to the Remote Signature section, and "Resend Request" to the customer, manually, if needed.

24. Can you walk us through the pathway to request the Remote Smart Device signature?

Refer to the Acquiring Electronic Signatures Training Guide for detailed instructions for requesting a signature from NCWorks using the text or email options.

25. Can the application not containing the disability information be removed as an option, so it is not mistakenly used by staff?

Removing the non-disability application is not an option.

26. Can the disability section be filled out & signed electronically, or only printed out and signed?

Disability questions are part of the full application, not a separate form. Only when printing do staff have the option to print the application with or without the disability questions. Signatures captured electronically will automatically display in both places on the full application (with disability). Only if capturing the signature in person will the customer and staff have to sign in both places.

27. When you create the PDF and print to save to documents does it show signatures on both the application and the disability section?

Yes, signatures will be saved on the application and will show on both options ("Print Application with disability info" AND "Print Application without disability info"). Always save with the disability information.

28. What is considered a hardship under the RESEA waiver?

While the policy does not outline all the specific instances when the waiver can be utilized, it is intended to allow for the rare instances that an **RESEA** customer has not signed the WP application. In these instances, the case manager should include the waiver reasons in their RESEA case note. During the waiver period, RESEA customers should receive services regardless of whether their WP application is signed. DWS data validators will confirm RESEA participation and review case notes to not fail data validation for these customers.

29. Does this policy include the WORC grant participants?

Yes, per Attachment A of OG 01-2022, the WORC grants require that participants be co-enrolled in Wagner-Peyser, so as a result, they would need to have a signed application uploaded to NCWorks.